



MANAGER OF CLINICAL OPERATIONS

Regional Support Network

(Program Manager I)

Department of Community Services

The recruitment will remain open until sufficient applications from qualified candidates are received.

THE JOB

Responsible for the overall management of Clinical operations including customer services, utilization/care management processes, direct supervision of care management staff, hospital liaison, and mental health court staff; development of policy and procedures, establish and implement utilization goals, education and training of customer services and clinical staff. Interfaces with the Medical Director in regards to utilization management. Works closely with the Quality Manager, Mental Health Leadership Team and Information Services staff as well as contractors, provider agencies, and other community stakeholders. This position reports directly to the Regional Support Network Administrator and is a member of the Leadership Team.

QUALIFICATIONS

Requires a degree (Doctoral preferred) in social work, nursing, healthcare administration, or a related field; State of Washington mental health clinician license; and minimum three years of applied clinical experience. All combinations of education, experience, and training that demonstrate the ability to perform the work will be considered. The ideal candidate will have the following strengths:

- Strong commitment to collaborative, interdependent work with agency and community
- Experience in administrative management
- Experience in utilization management
- Experience in managed care

Knowledge of: principles and practices of public and commercial mental health service delivery systems, demonstrated competence in clinical care management (utilization review), must have strong leadership and organization skills; project management experience including planning, scheduling, monitoring and problem solving; evidence based, best and promising practice methods and procedures; interpretation of County, State and federal laws and regulations relevant to the mental health program area. Must have a thorough knowledge of managed care and organization operations.

Ability to effectively plan, assign, direct and evaluate the work of subordinates, carry out policy directives of the governing authority in an effective and timely manner, establish and maintain effective working relationship with the public, governmental jurisdictions, contractors, and other county program managers; communicate and express ideas effectively, orally and in writing. Demonstrates excellent communication skills, computer proficiency and a strong customer service orientation.

SALARY

The salary range is \$4,427 - \$6,252 per month. It is the general policy of the County to start employees in the lower or middle sections of the salary range. Clark County provides a generous benefits package, which includes medical and dental insurance, paid holidays, vacation, sick leave and retirement.

SELECTION PROCESS

1. **Application Review:** (Pass/Fail) – All applicants must complete a Clark County application and submit it to the Human Resources department by 5:00 p.m. on the closing date. Incomplete applications will not pass the application review. Candidates deemed most qualified will be invited to participate in the remainder of the selection process.
2. **Resume and Letter of Interest:** (Pass/Fail) – In addition to the Clark County application, applicants must submit a current resume and a letter of interest *detailing* their experience in the areas mentioned above. Applicants who do not have the supplemental materials will not pass the application review. Candidates deemed most qualified will be invited to participate in the remainder of the selection process.
3. **Oral Interview:** (Weighted 100%) - The interview will be job related and may include, but not be limited to, the qualifications outlined in the job announcement.

REQUEST AND/OR SUBMIT APPLICATION MATERIALS TO:

To apply, all application materials must be submitted by 5:00 p.m. on the filing date listed on the front of the recruitment announcement. **POSTMARKS ARE NOT ACCEPTED.** A Clark County application is required unless otherwise noted and supplemental materials (i.e., answers to supplemental questions, cover letter, etc.) may be required and must be submitted with the application. **Please read application materials thoroughly to determine application requirements.**

**Clark County Human Resources Department
1300 Franklin Street - 5th Floor
PO Box 5000
Vancouver, WA 98666-5000**

**FAX (360) 397-2457 / TDD (360) 397-6032
JOB INFO LINE (360) 397-6018
E-MAIL HRADMIN@clark.wa.gov
INTERNET <http://www.clark.wa.gov>**

THE COUNTY

Clark County, Washington is a growing community with a population of approximately 392,400, including the City of Vancouver (population 152,900). Located minutes north of Portland, Oregon and with easy access to the Columbia Gorge, Cascade Mountains, and Washington and Oregon Coasts, the region offers abundant cultural and recreational opportunities. Clark County offers excellent livability and a relatively low cost of living. There is no state income tax.

EQUAL OPPORTUNITY EMPLOYER

Clark County is an equal opportunity employer and is committed to providing equal opportunity and access regardless of race, religion, creed, color, national origin, age, sex, disabled veteran status, veteran status, physical, mental or sensory disability. Women, minorities, veterans, and persons with disabilities are encouraged to apply. Please notify Human Resources of the accommodation needed, preferably at the time of applying, but at least two days prior to the date needed.



For assistance with needed accommodations, please contact the Human Resources ADA/Section 504 Coordinator. (360) 397-2468; TTY (360) 397-2445.

IMMIGRATION LAW NOTICE

Only United States citizens and aliens lawfully authorized to work in the United States are eligible for employment. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.

NOTE: This announcement is intended as a general descriptive recruitment guide and is subject to change. It does not constitute either an expressed or implied contract.



proud past, promising future

Human Resources Department

1300 Franklin Street – 5th Floor/PO Box 5000

Vancouver, WA 98666-5000

PHONE (360) 397-2456 FAX (360) 397-2457

TDD (360) 397-6032

Email: hradmin@clark.wa.gov

www.clark.wa.gov

EMPLOYMENT APPLICATION

INSTRUCTIONS: TYPE OR LEGIBLY PRINT THIS APPLICATION USING DARK INK ONLY. APPLICATION SHOULD BE FILLED OUT IN ITS ENTIRETY. AN INCOMPLETE APPLICATION MAY DISQUALIFY YOU FROM FURTHER CONSIDERATION.

GENERAL INFORMATION

POSITION APPLYING FOR		POSTING#	Social Security # (Used for processing -Optional)	
Last Name		First Name	Middle Initial	
Address		City	State	Zip + Four
Home Phone ()	Work Phone ()	Cell Phone ()	Other ()	
Washington State labor laws restrict some employment from persons under 18 years old. Are you at least 18 years old? Yes [] No []		Are you legally eligible for employment in the United States? Yes [] No []		
Will you accept: [] Regular [] Temporary Will you accept: [] Full Time [] Part Time		Shifts you will accept: [] Day [] Evening [] Night [] Weekend		
Have you been convicted or released from prison within the last 10 years? Have you ever been convicted, pled guilty or no contest, or forfeited bond or bail for any crime other than traffic violations (do NOT list any conviction for which the date of conviction or prison release, whichever is more recent, is more than 10 years old)? Yes [] No [] If Yes, explain below. (A conviction record will not necessarily bar you from employment.)				
Date	Charge	Sentence	Remarks	

EDUCATION

Name of college, university, vocational school	Major	Full Years Completed	Degree Received Yes / No		Degree/Title	Credit Hours
Indicate any other trades, skills or licenses you possess related to the position. Include licensing state and expiration date.						

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EMPLOYMENT HISTORY

List your applicable work experience, starting with most recent first, including self-employment, military service and volunteer work.

MOST RECENT POSITION

Employer:

Address:

Position:

No. of employees you supervised:

Supervisor:

Phone ()

Specific Duties:

Dates Employed:

From To

____/____/____

mm yy mm yy

Hours per Week _____

Final Salary _____

May we contact your current employer? Yes [] No []

Reason for leaving or considering change:

OTHER EXPERIENCE

Employer:

Address:

Position:

No. of employees you supervised:

Supervisor:

Phone ()

Specific Duties:

Dates Employed:

From To

____/____/____

mm yy mm yy

Hours per Week _____

Final Salary _____

Reason for leaving:

OTHER EXPERIENCE

Employer:

Address:

Position:

No. of employees you supervised:

Supervisor:

Phone ()

Specific Duties:

Dates Employed:

From To

____/____/____

mm yy mm yy

Hours per Week _____

Final Salary _____

Reason for leaving:

Attach additional sheets if necessary to include all work history.

Be as complete as possible in outlining the duties of each position.

AGREEMENT, CERTIFICATION AND AUTHORIZATION

I hereby certify, under the penalty of perjury in the State of Washington, that this application contains no willful misrepresentation and that the information given is true and complete to the best of my knowledge and belief. I am aware that should an investigation at any time disclose any such misrepresentation or falsification, my application may be rejected, my name may be removed from consideration or I may be discharged from my employment.

I understand that this application is not intended to be a contract of employment. Many County positions are governed by collective bargaining agreements, which specify terms of employment. Employment for all positions not covered under collective bargaining agreements is "at will." This means that either party can terminate the employment relationship at any time, with or without cause or advance notice.

Signature is required at time of hire.

Signature of Applicant

Date

CLARK COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

EQUAL EMPLOYMENT OPPORTUNITY QUESTIONNAIRE (OPTIONAL)

Clark County is an equal opportunity employer and is committed to providing equal opportunity and access regardless of race, religion, creed, color, national origin, age, sex, physical, mental or sensory disability, sexual orientation, disabled veteran or veteran status. For this purpose, we would appreciate you providing the information below. This is entirely voluntary and will remain CONFIDENTIAL. The information gathered herein will not be provided to supervisors, the appointing authority or other department employees. It will be used for monitoring and for federal reporting purposes only. We appreciate your assistance and cooperation in voluntarily providing this information and in assisting Clark County in ensuring equal employment opportunities for all applicants.

Position Applied For: _____ Posting No: _____

GENDER: Male ☐ Female ☐ **AGE OVER 40:** Yes ☐ No ☐

ETHNIC GROUP: If you are more than one race, please indicate one group only for record-keeping purposes.

[Ethnic group categories and definitions are as defined by and reported to the Federal Equal Employment Opportunity Commission.]

☐ *American Indian or Alaskan Native.* Tribal Affiliation: _____

☐ *Asian or Pacific Islander:*

☐ *Black (not of Hispanic origin):*

☐ *Hispanic*

☐ *White (not of Hispanic origin):*

VETERAN: Yes ☐ No ☐

DISABLED: Yes ☐ No ☐

People with disabilities are persons with a permanent physical, mental, or sensory impairment, which substantially limits one or more major life activities.

DISABLED VETERAN: Yes ☐ No ☐

RECRUITING SOURCE

Please tell us how you heard about this position (select only one source):

Publications:

☐ The Columbian ☐ The Oregonian ☐ The Asian Reporter ☐ El Latino de Hoy

☐ The Skanner-Portland ☐ Seattle Times ☐ Spokane Review ☐ The Olympian

Internet Sites:

☐ Columbian website ☐ Oregonian website ☐ Clark County Website ☐ Seattle Times website

☐ El Latino de Hoy website ☐ Other Internet/Website: _____

Other Sources:

☐ Clark County Bulletin Board ☐ College/Career Center Referral ☐ Acquaintance/County Employee

☐ Other: _____